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**Subject:** HHS Leadership Development Retreat  
**Location:** Columbia Metropolitan Convention Center, Richland Meeting Rooms A-C, 1101 Lincoln St, Columbia, S.C.  
**When:** 8/18/2016 10:00:00 AM - 10:20:00 AM

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Advance: Jeremy Weis  
(803)260-0848

**APPROVED BY:** NH on 7/6.

**EVENT:** HHS Leadership Development Retreat

**DATE:** Thursday, August 18, 2016

**TIME:** 10:00 AM

**LOCATION:** Columbia Metropolitan Convention Center, Richland Meeting Rooms A-C, 1101 Lincoln St, Columbia, S.C.

**LOCATION SET-UP:** Round tables of 8 chairs each, set up for 260 attendees. The stage will be on the back wall, opposite the entrance doors. A podium will be on the stage with a microphone affixed.

**SEATINGS:** They will have a table marked "reserved" and two seats saved for the Governor and Abby towards the front of the room.

**ATTIRE:** Business professional

**SCHEDULING CONTACT:**

Tonya Chambers  
Human Resources Director II  
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**ONSITE CONTACT:**

Scott Carpenter  
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**PRIMARY STAFF:** Abby Scott

**ADVANCE STAFF:** N/A

**PURPOSE:** On an almost quarterly basis, 230-240 HHS leaders and managers come together for professional development and to hear about key agency goals, communications and initiatives. The purpose of the Governor's attendance is to share time with the agency leaders. They would like for NH to share a leadership story that relates to their mission, some insight into what motivates her to be such a great leader or even how her perspectives have changed with each new experience. They notes that NH signs every employee's service certificate and just making that personal connection is appreciated by their employees. They would enjoy hearing from her on almost any topic she has to share. The theme of this particular retreat is "Discover, Develop and Demonstrate: Meeting the Demands of Leadership."

**PRESS:** No press. They make a "homemade" video for HHS training purposes only.

**PUBLIC:** No.

**INVITED BY:** Director Christian Soura

**ATTENDEES:** Around 240 people. Attendees are all HHS employees. The only exceptions will be 2 staff members from the SC Department of Alcohol and Other Drug Abuse Services and 4 outside speakers.

**INTRODUCED BY:** Director Christian Soura

**LENGTH OF SPEAKING:** 10-12 minutes and 5 minutes for Q&A

**SPEAKING ORDER/LINE-BY-LINE:**

8:30-9:00 AM	Registration	
9:00-9:15 AM	Welcome and Opening	Tonya Chambers
9:15-9:45 AM	Executive Updates	Christian Soura & Heather Tucker
9:45-10:00 AM	Break	
10:00 AM	Gov. Haley Arrives	
10:00-10:20 AM	Opening Keynote	Gov. Haley
10:20 AM	Gov. Haley Departs	
10:20-10:50 AM	Program Area Updates	Bryan Kost

Note: The retreat lasts until 4:15 PM with several afternoon breakout sessions. Dr. David Pittman will serve as the closing keynote. Richele Taylor is also speaking at some point throughout the day.

**BACKGROUND:** A Since November 2014, HHS has held Leadership Development Retreats (LDR) almost quarterly to provide an opportunity for managers and leaders to enhance their leadership skills, collaborate with their peers and gain perspectives on how to serve our citizens better. HHS leaders are either direct supervisors, employees who represent the agency or potential future managers/leaders. During each event, their executives provide updates on the current state of the agency's budget, balanced scorecard, current initiatives such as the Governor's Executive Orders, etc. during the general session time. They always like to include at least one inspirational or motivational speaker during the day. They then have breakout sessions that include professional development topics such as employee engagement, service excellence, project management, goal setting and prioritization. They partner with other state agencies, universities, internal subject matter experts, beneficiaries and occasionally hospital system staff for their speakers.

**NOTE:** This is not the Governor's first time speaking to the agency. NH spoke to HHS employees at their employee appreciation and service awards event in May 2011 in the courtyard of their building.

**TALKING POINTS:**

**Note:** Christian said this event is supposed to commend public employees' service to the state, so this would be a similar to the state employee luncheons at the Governor's Mansion.

**HHS Accomplishments:**

- o 100% of claims are now being processed within 30 days of receipt.
- o Through the Business Process Redesign, the eligibility team has been able to focus more on customer service and has increased the rate of single-touch case resolutions and one-hour resolutions for walk-in services.
- o To help improve the health and self-reliance of mothers and their babies, South Carolina, through a public-private partnership, is providing the evidenced-based Nurse-Family Partnership (NFP) home visitation program to an additional 3,200 low-income, first-time mothers and their babies in the state. This initiative was the nation's first Pay for Success project aimed at improving health outcomes for mothers and children living in poverty. It's the first time our state contracted with NFP to deliver their services to our citizens using an innovative model that will deliver measurable results and provide accountability for all of the partners involved.
- o Launched in July 2011, the South Carolina Birth Outcomes Initiative (SCBOI) uses innovative policy change and continuous education on proven best practices to address two of the state's most pressing health problems – infant mortality and low birth weight babies. According to a South Carolina Department of Health and Environmental Control (DHEC) report released last November, the 2014 state infant mortality rate is 6.5 infant deaths per 1,000 live births, an all-time low for South Carolina. Since the launch of SCBOI, there has also been an 18% decrease in low birth weight babies born on Medicaid. These are just a few of the SCBOI successes we have seen over the last five years. The strong collaboration and support from healthcare leaders across the state is what makes South Carolina's program unique and what will continue to make it successful in improving the health outcomes of our moms and babies.
- o For more than 3 years – led by SCDHHS – child-serving agencies, providers, families and youth have been developing a statewide plan to provide families and youth behavioral health services and supports through an

- intentional, youth guided and family-driven system, known as the Palmetto Coordinated System of Care (PCSC). Through the receipt of an implementation grant, and the implementation of a Medicaid Home and Community Based Services Waiver, we will see real results of these efforts in 2017.
- The PCSC, when fully implemented, will provide:
  - a broad, flexible array of effective services and supports
  - an organized and coordinated network
  - integrated care planning and management
  - trauma informed and culturally and linguistically competent services, providers and policies
  - meaningful partnerships with families and youth at service delivery, management and policy levels
  - supportive policy and management
- Seven child-serving agency directors and three family members signed an agreement that details the responsibilities and governance of the PCSC. Child-serving agencies include:
  - Department of Health and Human Services
  - South Carolina Continuum of Care
  - Department of Alcohol and Other Drug Abuse Services
  - Department of Disabilities and Special Needs
  - Department of Juvenile Justice
  - Department of Mental Health
  - Department of Social Services
  - Note: Governor Haley has spoken at the last 4 Children's Mental Health Awareness day events held in May on the North Steps of the State House. At these events, the launching of the PCSC and updates on its forward progress have been given.

#### **Introductory Remarks:**

- It's a great day in South Carolina, and it's an honor to be here with you all!
- We all know what sacrifices you have made in the name of public service, and I'm here today because I want to personally thank you for those sacrifices.
- Each day, you all come to your jobs with the goal of improving the lives of other South Carolinians and that is inspiring to me and to the entire state.
- Because of you and the commitment you show to this agency and to our state, South Carolina as a whole is a healthier place.
- When we came into office, we knew that our cabinet agencies needed a change of mindset. We knew that we had to be in the customer service business, and there's no agency that has taken that change to heart more than HHS.
- That's why 100% of claims that come through this agency are now processed within 30 days of receipt.
- That's also why, instead of being bogged down in bureaucratic paper work and frustrating processes, more people than ever before who walk or call into an HHS office are having their issues resolved the very first time they talk to one of you.
- Good health is one of the fundamental pillars of a person's ability to live their life to the fullest, and that's why what you do here is so important – because everything we do in my administration is grounded in our goal of lifting up the people of South Carolina and improving the quality of life across the state.
- Again, I couldn't be more excited to be here with you all today and to extend my most sincere gratitude for everything you do for the people of our state.